

27 November 1985

NOTE FOR: [redacted]

FROM: [redacted]

Chief, Information & Management Support Staff, OL

SUBJECT: IMSS Recommendations for HOME

REFERENCE: Discussions at IMSS - D/L Bi-Weekly Briefing  
27 November 1985

John:

During our above bi-weekly I made several recommendations to you regarding key needs of HOME relative to what I learned from my external survey of OL customer services and image and from other observations. You asked that I write you a note briefly summarizing these thoughts for your further reference and consideration.

The first thought recommended that a staff be created in HOME to consolidate and perform all of [redacted] planning, staff work, and general administrative functions. With the expectation of real-time response to almost every problem and issue on the Headquarters compound and a situation that is exacerbated by the impact of new building construction, it is too much to expect of Bill and his immediate staff to get the high silhouette job done instantaneously and yet individually perform his planning and staffwork with the same sense of urgency. He needs help.

The second thought recommended that HOME establish a "full service vehicle" in its design and construction function involving modifications of Agency space in Headquarters building. In our bi-weekly briefing, I informed you that I had recommended this idea to [redacted] on 26 November 1985 for consideration.

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Such a full-service vehicle would centralize all services and people resources related to them in the design and construction modification of space in HOME under the control and direction of C/HOME. This approach would involve identifying and transferring all O/C, OIT, O/S, Safety Staff, and any other DDA external service component representatives (involved with any aspect of planning and implementing space modifications; communications systems; ADP and word processing systems; fire and safety requirements; physical security requirements; architectural and engineering design; construction; construction management; and client interface and feedback); to HOME/OL to work in centralized HOME space with HOME people under HOME direction and control. Accordingly, the client will be able to come to one place for all services concurrently rather than having to personally go to each type of service representative in a different location in an end-to-end manner as presently done. You also mentioned that HOME might even consider this full-service vehicle approach as a HOME image MBO.

I hope the above is what you wanted as a result of our discussion.

STAT



Tony